

Bord Gáis Energy
Refer a Friend Scheme Terms and Conditions

We care about privacy and we protect your personal data. We recommend that you read our Privacy Notices, to understand how we collect and use your personal data and your data protection rights. Our Privacy Notices do not form part of the contract between you and us. You can find our Privacy Notices at bordgaisenergy.ie/resources/data-protection/

What is Refer a Friend?

We love having you (our customer) with us, and we'd like to get to know your Friends too. Our Refer a Friend offer gives you the chance to get rewarded for spreading the word. So, when you invite a Friend to join us, and they subsequently purchase energy directly from us (and not via a third party), you both get a Reward.

We describe what Reward you and your Friend can get at the point we promote our Refer a Friend scheme. We recommend that you and your Friend read these terms and conditions carefully, as they set out our responsibilities to you, our customers and your Friend (our future customers), and what you and your Friend agree to do to benefit from Refer a Friend.

By entering the Refer a Friend scheme, you agree to these terms and conditions. They are separate from any other contracts you and your Friend may have with us.

What the words mean

"Friend" or **"Friends"** mean an individual, that the Referrer knows personally, for example a friend or family member, who isn't already our customer and who is happy to receive a Referral Link.

"Qualifying Product" means the product that is available via the Referral Link.

"Referrer" or **"You"** means our current customer, who must be an existing Bord Gáis Energy home energy or services customer, with an online account and who is confirmed by us after registration as being a Referrer.

"Referral Link" means the unique link issued to a Referrer which promotes the Qualifying Product to a Friend.

"Reward" means the voucher offered by us under this scheme. The vouchers may vary from time to time.

Additional terms and conditions may apply to the voucher which is issued by us under this scheme.

These terms and conditions may govern us of the voucher and are issued by the supplier of the voucher. We will flag if there are any additional terms and conditions when we promote the Reward.

Taking part and referring Friends

- To participate, you and your Friend must follow the instructions on our website, www.bordgaisenergy.ie. You must successfully identify as an existing customer by logging in via your online account or entering your details where requested to set up an online account.
- If successful, we'll provide you with a Referral Link which is personal to you. You can use this Referral Link to refer a Friend directly to the Qualifying Product. Referrers can share their Referral Link with as many Friends as they like.
- Only one Refer a Friend account can be open per Referrer at any one time. We can refuse to set up a new account if there's already one open for the Referrer. We can also merge or close duplicate accounts.
- You and your Friends must use the scheme for personal use only. You cannot use it for business or commercial reasons or use the scheme and Referral Link to benefit from any advertising or the bulk distribution of the Referral Link through any online platforms, search engines or marketplaces.
- You should only share the Referral Link directly with your Friends and not post it publicly or use the Referral Link to contact people you don't know. Referrers can only refer personal contacts they know. This means that any product purchases made by anyone you refer as part of a job or a position you hold, or as an advisor, will not qualify for the scheme and we reserve the right to reject, withdraw or not provide you and your Friend with the Reward.
- We want you and your Friends to benefit from this scheme in a responsible and considerate way. You and your Friends agree not to use the Referral Link in any way that would be or look like spam, bulk messages or bulk posts, or in any type of messages or posts to strangers, or on online marketplaces or social media, for example Amazon. You and your Friend agree not to insist, coerce or threaten that a person uses a Referral Link or takes up one of our products or services.

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- You and your Friends must not use any of our graphics or logos when sharing or posting a Referral Link and agree not to use the Referral Link in any way which could take unfair advantage of, or otherwise harm our brand.
- As a Referrer, when sharing your Referral Link to a Friend, you agree that it is a personal referral and that you will not state or imply to your Friends that it is anything else. You will not state or imply to your Friends that you represent us, our brand or any of our affiliated companies.
- The Reward is subject to the choice of Qualifying Product the Friend purchases. You and each Friend you refer are responsible for any tax implications from any Reward you and your Friends receive.

How to get a Reward

- To receive a Reward, each Friend must use the Referrer's Referral Link to purchase the Qualifying Product via www.bordgaisenergy.ie.
- Both Referrer and Friend must each have an online account with Bord Gáis Energy and the Friend's contract or policy must be active for at least 14 days after the supply start date or the policy start date. We also require valid email addresses to send you and your Friend your Reward.
- To qualify for a Reward for switching energy to Bord Gáis Energy, your Friend must not have a gas or electricity contract with Bord Gáis Energy at the time of the referral.
- Once your Friend has purchased a Qualifying Product, we'll send you, and your Friend a confirmation email to the valid email addresses provided.
- If after buying the Qualifying Product, your Friend cancels their agreement with us within 14 days after the supply start date or the policy start date, then this will result in the cancellation of the Reward for you and your Friend.
- The Reward may take up to three months to arrive following your Friend joining Bord Gáis Energy. Where applicable, we'll use the details you and your Friend provided at registration to

send you and your Friend the Reward. Rewards are not transferable or redeemable for cash.

General

- Both the Referrer and the Friend must be aged 18 or over and a resident in the Republic of Ireland.
- From time to time, we may change the Refer a Friend scheme. If we do, any Reward we agreed to provide you and your Friend before we make changes to the scheme, will continue to be provided subject to any qualifying criteria, even if we change future Refer a Friend scheme offers.
- We can review and revise these terms and conditions at any time. If we reasonably think the change will put you or your Friend at a disadvantage, we'll let you know what the changes are. You and your Friend don't have to use the scheme if you don't like the changes we make. If you and your Friend do take part in the Refer a Friend scheme subsequent to any changes to these terms and conditions or the scheme, any such new or amended terms will apply. The latest version of these terms and conditions will be here.
- We will monitor compliance with the Refer a Friend scheme. In the event of fraud, abuse, misuse, or not keeping to these terms and conditions, for example spamming people with a Referral Link, we can disable Referral Links, not provide, withdraw or reclaim the Reward, end or suspend the scheme or stop you and your Friend from participating in the scheme.
- We use a third party, Buyapowa, to help us run this scheme. Any complaints about the scheme or the Qualifying Product should be referred to us.
- Bord Gáis Energy and the logo are registered trademarks and must not be used except as expressly provided for in these terms and conditions.

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